

**2007 Development Services
Customer Service Awards
Jan. 25, 2007**



Rookie of the Year – awarded to those who not only survive, but thrive.

Honorable Mention: Raquel Torres

Third place: Sandra Stowers

Second place: John Dodds

Our First Place award goes to **Bill Prinz** – the new manager of the San Diego Local Enforcement Agency. The LEA program has been housed within Development Services for a number of years now, despite efforts by the City Council to move it elsewhere. Bill deserves this award not only for his stellar performance in a new and difficult position, but because he served as the acting manager, performing two jobs, for a very long time. LEA is charged with regulating the landfills in the county.

The Patience Award – given for having the utmost patience with customers and co-workers

Honorable Mention: Norma Medina

Third Place: Jessica Poblete

Second Place: Ahmad Erikat

First Place: Goes to **Rosa Garcia** – a plan review specialist in Over the Counter Review. Rosa is patient throughout the day. She is very competent and cooperative with both staff and customers. She is always polite, professional and patient! Thank you, Rosa for your patience, and congratulations!

Don't Shoot the Messenger – for the staff member who delivers bad news kindly, with explanation and offers solutions.

Honorable Mention: Floyd Jackson
Natasha McBride

Third Place: Davida McDaniel

Second Place: Jessica Poblete

Don't Shoot the Messenger is an award that we can all appreciate, since we've all been in this position. This year's winner is **Labib Qasem**, senior traffic engineer. The beauty of Labib winning this award is that he is so smooth on the delivery that his customers never have any negative thoughts about the messenger when Labib tells them they have to add two turn lanes, mostly, I think, because they don't want to admit that they don't understand what he just told them.

Congratulations Labib!

Always Cheerful – the award given to the person who always adds cheer to the work day. These folks are contagious – they make others smile.

Honorable Mention: Pearl Adams
 Jose Villa

Third Place: Connie Diaz

Second Place: Raquel Herrera

Our First Place winner is **Darcell Carter**. Darcell works at the 3rd floor check-in counter and on the appointment phone line, where she charmingly assists customers all day long with her helpful, pleasant demeanor. Darcell has been working at the check-in counter for 18 months now and she has enthusiastically learned the difficult job of directing each customer who walks in the door. In fact, she's been known to fearlessly face a line of 13 customers at the front counter single-handedly on a busy Wednesday morning! And she greeted each one cheerfully, of course.

Next is the MacGyver Award – this award is based on the hit 1980s TV adventure show in which the hero, Angus MacGyver, used science and his wits rather than violence and solved most any problem with duct tape and paper clips.

Honorable Mention: Chad Gustine

Third Place: Carlos Hernandez

Second Place: Matt Zamani

Our own onsite hero, **Ed Childs**, is the recipient. Ed works diligently in Plan Processing, assisting customers and routing and delivering plans. The busy work

area provides Ed with plenty of challenges each week, but he tackles this and any copy machine/fax/scanner in need of repair. Congratulations Ed!

The Behind the Scenes award is given to properly recognize internal customer service. We all know how much it takes behind the scenes to make things happen for our customers and community.

Honorable mention: Linda Martinez
Mehdi Shadyab

Third Place: Thomas Bui

Second Place: Maribel Martinez

Our First Place award goes to **Elisa Contreras**, a veteran of the Plan Processing section who has been serving out of class with the Hearing Support group. She is very conscientious and has a very positive attitude. She willingly does the hard back counter work, emerging from behind the scenes to put out fires for customers in need. Elisa also works hard for her coworkers, serving as the chair of the department activities committee.

The next award is **Grace Under Pressure**. This award is given to the staff member who best handles the daily demands of our intense workload. They keep cool when the heat is on.

Honorable Mention: Hau Vu

Third place: Jama Vega

Second place: Melody Negrete

Our first place winner is an inspector who is always calm and doesn't allow difficult situations with customers to escalate. He uses his wealth of experience and savvy to resolve issues, and maintains a good rapport with customers. Congratulations to **Art Garcia**, a senior inspector overseeing residential projects.

Team Player Award – this award goes to the person you can count on, who always does what's best for the whole group.

Honorable Mention: Yolanda Baldwin

Brit Rockafellow

Third Place: Hoss Florezabihi

Second Place: Pearl Adams

Our First Place award goes to **Adrian Silva**, a plan review specialist at the Screening counter. Adrian is always willing to help out with extra projects and tasks, and gladly pitches in wherever needed. He is knowledgeable and very helpful to customers, and always pleasant and professional. Congratulations Adrian!

Marathon Award – this award goes to the person who goes the extra mile

Honorable Mention: Mehdi Shadyab
Ted Recidoro

Third Place: John Montes de Oca

Second Place: Nancy Martinez

This year's First Place Marathon winner is **Steve Cousins**, a land development investigator in Neighborhood Code Compliance. Steve is a key team member, playing an integral role in implementing the recently adopted news rack ordinance. Steve is also taking an active role in code enforcement in Council District 8, including participation in the Southern Police Partnership. And he recently accepted a new role enforcing grading/ESL violations as part of the Grading Violation Assessment Team. Congratulations Steve!

The Innovator Award goes to the person who brings new ideas and tries new things, AND implements them in the face of obstacles.

Honorable Mention: Chris Jinks

Third Place: Robin Bircher

Second Place: Russ Webster

Our First Place winner is **Chris Naval**. Chris is an engineer in the Drainage and Grades section and a key contributor to the department's web page. He has

digitized our drawing and diagram dinosaurs and continually works to provide additional tools to customers online. Congratulations Chris!

The next award is the **Tight Rope Walker**. As you know, we are always walking a balancing act around here. This award is geared toward our goal of providing balance between development and community interests.

Third Place: Ida Ford

Second Place: Pete Lynch

Our First Place award is a TIE.

Congratulations to both **Jeff Peterson and Ali Sabouri**, please come up front.

Jeff is a project manager handling affordable housing projects through the Expedite program. Not only do the projects require fast timelines, they are often particularly sensitive to the communities in which they'll be built. Jeff carefully notes the progress and issues for each project in the Project Tracking System, balancing the recommendations from the applicant and the neighborhood.

Ali is an associate engineer in the Traffic Safety section who was thrust into the very difficult job of supervising issuance of traffic control permits and keeping a handle on all developer construction going on in the city. He daily negotiates the tightrope of balancing public safety and convenience in driving and walking the streets of our city with the developer's need to temporarily restrict traffic and pedestrian flow to get their projects built. He is always on call, ready to fix a blocked turn lane or a traffic jam.

Congratulations Jeff and Ali

The Wizard Award – This award is for the staff member who performs magic, even without a magic cloak.

Honorable Mention: Jeanette Temple
 German Murillo

Third Place: David Corrales

Second Place: Chris Larson

Our First Place winner is **Mohammad Heivand**, a structural reviewer. Mohammad is very good at options thinking, which is critical for a wizard. He tries to resolve code issues to accommodate customer needs, while maintaining public safety. He is very patient and treats all customers very professionally, regardless of their background or experience level. Mohammad stays calm under pressure and helps keep projects moving. Congratulations Mohammad!

The next award is what I'd like you all to feel in your hearts - **Passionate about Customer Service.**

Honorable Mention: Donna Trask
John Sylvester

Third Place: Paul Godwin

Second Place: David Glanville

Our first place winner is not here today because she is in Las Vegas. And although what happens in Vegas stays in Vegas, what happens here is to be shared. So, we've got **Sandra Tarbor** on the phone. Sandra is a public information clerk who works at the third floor check in counter, on the appointment phone line and works on community service center perms. She has a never-ending drive to help customers all day long, and even when she's not in the office! She is truly dedicated to her team and the department, and gives her all to every task she takes on. Congratulations Sandra!

Now for the MVP award – for our most valuable player

Honorable Mention: Amanda Lee
Ali Fattah

Third Place: Jama Vega

Second Place: Adrian Silva

Our first place winner is **Juan Alvarez**, public information clerk in the Records section. Juan is very efficient and loves to help customers. If his supervisor is on the phone with a customer and sends Juan an email requesting research, Juan has it ready by the time she has walked over to his desk to follow up. Juan is a whiz at deciphering the Records numbering system and does an outstanding job at finding all that important information packed away in Records.

How about one big round of applause for all the winners and for the entire department! Congratulations!